

IN THE SPECIFICATION:

Please replace the brief description of the drawings appearing at page 3, lines 16-26 of the application as filed with the following brief description of the drawings. The replacement brief description of the drawings includes descriptions of Figures 6-8 added by amendment in the Applicant's April 4, 2011 response to add essential subject matter incorporated by reference in the original application. The brief descriptions of FIGs. 6-8 were inadvertently omitted. No new matter is added in this amendment.

-----Begin Replacement -----

FIG. 1 is an exemplary block diagram of a personal computer's Internet access configuration containing narrowband access systems as well as broadband access systems;

FIG. 2 is a block diagram of an embodiment of the customer acquisition phase of the process automation of the present invention;

FIG. 3 is a block diagram of the service availability phase of the process automation of the present invention;

FIG. 4 is a block diagram of the order fulfillment phase of the process automation of the present invention;

FIG. 5 is a block diagram of the subscriber conversion phase of the process automation of the present invention;

FIG. 6 is an illustrative embodiment of a distributed network environment in which extensible services are dynamically provided to subscriber/agents through a network;

FIG. 7 illustrates a service advertising aspect of an illustrative embodiment of the disclosure; and

FIG. 8 illustrates an agent registration aspect used in an illustrative embodiment of the disclosure.

-----End Replacement -----